



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public

Date of Meeting: 3rd August 2006

Title: PERFORMANCE MONITORING REPORT, 1ST QUARTER, APRIL - JUNE 2006

Report of: Head of Policy and Performance Services

Report reference: PPP37/06

Summary:

The report presents the 1st quarter performance information for 2006 for areas covered by the Corporate Resources Overview & Scrutiny Committee. The information is categorised in accordance with the Council's key priorities of Cleaner, Greener, Safer and Learning City¹ and the general performance of the Council.

Recommendations:

The committee is requested to:

1. Consider and comment upon the content and format of the report.
2. Highlight any areas for further improvement in terms of the information contained in the report and the ways in which it is presented.
3. Comment on the areas identified for further improvement in paragraph 4.

Reasons for Recommendations:

To continually develop and improve the performance management framework for Carlisle City Council in order to enable more informed decision making.

Contact Officer: Carolyn Curr

Ext: 7017

¹ Some information was unavailable when going to print and will be tabled on the day.

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. Background

Work was undertaken during 2005, in collaboration with members, to improve the ways in which performance information is presented and therefore monitored.

The 1st quarter report for 2006 incorporates many of these changes including:

- ✓ More robust targets - in most areas - based on improvements to current performance
- ✓ Past performance data so trends may be identified
- ✓ Current performance extrapolated to year end to identify whether performance is on target
- ✓ Local indicators that do not support key priorities deleted or reported less frequently

Additional, new indicators more relevant to Cleaner, Greener, Safer Carlisle and Learning City will be introduced throughout the year as baseline data is gathered.

Second quarter reports onwards will omit those areas where performance is improving and on target. Exception reporting will promote a focus on those areas that are under performing in order for action to be taken. However, we should still consider how we can highlight and celebrate excellent performance.

2. Learning City

All indicators are currently improving and on target except for visitors to tourist information centres. Most of the indicators that contribute to Learning City are currently improving and on target and will not be included in future quarterly reports unless performance deteriorates. We are in the process of gathering baseline data so we can introduce new, local indicators to support this key priority under the banner, "Leading by example".

3. Corporate Health

Areas where the trend in performance is downwards and/or not on target include:

- Invoices paid on time (although in top quartile)
- % Council Tax collected
- Staff with disabilities (this area being explored as part of equalities work)
- % performance information returned on time

Following improved performance last year in sickness absence levels, a further challenging target has been set for this year to reflect continuing improvement in this key area for the authority.

4. Future Improvements

4.1 A key stage of developing our performance management framework further is to integrate performance and financial planning and reporting so the financial impact of under (and over) performance becomes more apparent.

4.2 As well as looking at our own trends in performance, we are keen to introduce comparisons with similar authorities so we are able to make a better judgement on value for money. Benchmarking is one means of achieving this.

4.3 We are also improving the ways in which we use socio-economic data and other local “intelligence” such as customer satisfaction.

All of this will help to provide a better context for the performance information that members (and officers) receive and will help to strengthen our decision-making processes.

Subject to feedback from members, these areas will be developed in the coming year.

Corporate Resources - 1st Quarter Performance Report, 1st April to 30th June 2006

Carlisle City Council

The report presents the 1st quarter performance information classified according to the Councils' priorities:

- ♦ Cleaner, greener, safer Carlisle and
- ♦ Learning City
- ♦ A number of measures that indicate the Corporate Health of the organisation are also included

Key:

Performance on target



Uncertainty whether year end target will be met



Current performance not on target / downward trend in performance




Notes:

- End of Year predictions have been made; in most cases calculated by extrapolating 3 months performance to give an expected end of year figure. Percentages have been assumed to be constant for the year.
- Quartile figures are based on 2004/2005 quartile information as no 2005/2006 information is available as yet from the Audit Commission. This information is always at least 1 year in arrears.


Corporate Resources - 1st Quarter Performance Report, 1st April to 30th June 2006

Learning City

PI No	Brief Description of Indicator	Portfolio Holder	Overview and Scrutiny Committee	Directorate	Direction of Travel Required	04/05 Actual	05/06 Actual	06/07 Target	1st Quarter 2006/07	Predicted End of Year Figure 2006/07	Quartile Position * * * = Top Quartile	Trend	On Target
CV 27a	Total enquiries received by CCG desk	Leader's Portfolio (Promoting Carlisle)	Corporate Resources	Development Services	More is Better	568	270	N/AP	70	280	N/AP	Improving	N/AP
CV 27b	Conversion rate of enquiries to bookings through CCG desk (%)	Leader's Portfolio (Promoting Carlisle)	Corporate Resources	Development Services	More is Better	64%	60%	N/AP	46%	46%	N/AP	Deteriorating	N/AP
BV 174	Racial incidents recorded by the authority per 100,000 population	Leisure, Culture and Heritage	Community	People, Policy and Performance	Less is Better	0	1.93	0	0	0	N/AV	Improving	
BV 175	% of those racial incidents resulting in further action	Learning and Development	Corporate Resources	People, Policy and Performance	More is Better	0%	100%	100%	N/A	N/A	N/A	N/A	N/A





- BV174 (Racial Incidents Recorded):** Sets the context for BV175 (Racial Incidents Resulting in Further Action), the recently issued guidance states:
Count only those incidents where the authority has some measure of direct involvement in remedying the situation, i.e. include all incidents involving the authority's directly or indirectly provided/employed services/staff, whether they are victims or perpetrators.
Do not count complaints that do not relate to the authority, such as a racial attack in the street or a complaint about an outside body that did not relate to the LA's services.

Corporate Resources - 1st Quarter Performance Report, 1st April to 30th June 2006

PI No	Brief Description of Indicator	Portfolio Holder	Overview and Scrutiny Committee	Directorate	Direction of Travel Required	04/05 Actual	05/06 Actual	06/07 Target	1st Quarter 2006/07	Predicted End of Year Figure 2006/07	Quartile Position * * * = Top Quartile	Trend	On Target
LP 57	Ensure at least 90% occupancy of the Council's commercially let business units	Sustainable Communities	Corporate Resources	Development Services	More is Better	97.33%	94.00%	90.00%	96.19%	96.19%	N/AP	Improving	






Corporate Resources - 1st Quarter Performance Report, 1st April to 30th June 2006

Corporate Health




PI No	Brief Description of Indicator	Portfolio Holder	Overview and Scrutiny Committee	Directorate	Direction of Travel Required	04/05 Actual	05/06 Actual	06/07 Target	1st Quarter 2006/07	Predicted End of Year Figure 2006/07	Quartile Position * * * = Top Quartile	Trend	On Target
BV 8	% undisputed invoices paid on time	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	97.07%	97.92%	99.00%	98.40%	98.40%	* * *	Improving	
BV 9	% of Council Tax collected.	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	96.75%	97.30%	97.40%	29.65%	97.30%	*	Deteriorating	
BV 10	National Non-Domestic Rates (NDR) collected	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	98.26%	98.64%	98.70%	33.95%	98.80%	*	Improving	
BV 12	Days sick per member of staff	Learning and Development	Corporate Resources	People, Policy and Performance	Less is Better	12.87	10.9	9.81	1.83	7.32	* * *	Improving	

BV9 and BV10 – the 1st quarter performance figure is based on the actual amount collected. This figure reflects the percentage of the expected end of year amount. Because most people pay monthly, this figure will rise each quarter. The predicted end of year figure is based on previous performance. The target is set by increasing the previous year's performance by 0.2% until we reach the middle quartile. It will be a real challenge to hit 97.4% for Council tax but it is too early to say at present whether this will be achieved.

Corporate Resources - 1st Quarter Performance Report, 1st April to 30th June 2006

PI No	Brief Description of Indicator	Portfolio Holder	Overview and Scrutiny Committee	Directorate	Direction of Travel Required	04/05 Actual	05/06 Actual	06/07 Target	1st Quarter 2006/07	Predicted End of Year Figure 2006/07	Quartile Position * * * = Top Quartile	Trend	On Target
BV 16a	Staff with disabilities	Learning and Development	Corporate Resources	People, Policy and Performance	More is Better	3.26	2.68	3.30	2.70	2.70	* *	Improving	
BV 78a	Average time (days) for processing new HB and CTB claims	Finance and Performance Management	Corporate Resources	Corporate Services	Less is Better	26.57	23.79	25	23.44	23.44	* * *	Improving	
BV 78b	Average time (days) for processing changes in circumstance	Finance and Performance Management	Corporate Resources	Corporate Services	Less is Better	10.26	10.52	11	8.57	8.57	* *	Improving	
BV 79a	% of cases where benefit was accurately calculated	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	97.80%	96.00%	98.00%	98.82%	98.82%	* *	Improving	
BV 79bi	Amount of Housing Benefit overpayments recovered as % of recoverable overpayments	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	N/AP	87.41%	85%	62.15%	62.15%	N/AP	Deteriorating	

Corporate Resources - 1st Quarter Performance Report, 1st April to 30th June 2006

PI No	Brief Description of Indicator	Portfolio Holder	Overview and Scrutiny Committee	Directorate	Direction of Travel Required	04/05 Actual	05/06 Actual	06/07 Target	1st Quarter 2006/07	Predicted End of Year Figure 2006/07	Quartile Position * * * = Top Quartile	Trend	On Target
BV 79bii	Housing Benefit overpayments recovered as % of total amount plus debt outstanding at start of period	Finance and Performance Management	Corporate Resources	Corporate Services	More is Better	N/AP	33.86%	35.00%	14.17%	14.17%	N/AP	Deteriorating	
BV 179	% of standard searches carried out in 10 working days	Learning and Development	Corporate Resources	Legal and Democratic Services	More is Better	99.02%	99.81%	99.00%	99.83%	99.83%	* *	Improving	
LP 306	% of PI data submitted on time to Policy & Performance	Finance and Performance Management	Corporate Resources	People, Policy and Performance	Corporate Health	74.00%	96.00%	100.00%	86.67%	86.67%	N/AV	Deteriorating	

- LP306 – the deteriorating performance this quarter is expected to improve as the year goes on, as has happened in previous years.